

Please amend paragraph [43], page 11, as follows:

A⁴ Similarly, the customers 302, 304 or 306 may order telecommunications products and/or services on-line via a customer GUI (not shown) running on the devices 302a, 304a and 306a over the communications network 308. The back office GUI and the customer GUI are further described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line".

Please replace paragraph [54], page 14, with the following rewritten paragraph:

A⁵ The customer experience includes, for example, providing pre-sale, service ordering and post-sale support. The customer experience begins as a prospective customer links to the web site or is brought directly to the web site via a click through mechanism (e.g., using a web browser). The web site functions 502a include, for example, providing a customer graphical user interface (GUI) over the communications network 308 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line".

Please replace paragraph [58], beginning on page 15, with the following rewritten paragraph:

A⁶ The swivel chair/back office functions 512a-518a are linked to the shopping cart functions 506a and 510a. In this respect, the web site functions 502a include, for example, providing a back office graphical user interface (GUI) over the communications network 312 as described in the commonly owned co-pending United States Patent Application No. 10/051,182, filed January 22, 2002, entitled "Graphical User Interface For Procuring Telecommunications Services On-Line". The swivel chair 316 and the customer service 314 personnel can perform the swivel chair/back office functions 512a-518a via the back office GUI.

Please replace paragraph [75], beginning on page 19, with the following rewritten paragraph:

A⁷ The above and other changes, extensions and custom designs are described in the commonly owned co-pending United States Patent Application No. 10/051,180, filed January 22, 2002, entitled "Method And System For Providing Software Integration For A Telecommunications Services On-Line Procurement System".